INFORMATION AND ACCESS TO END-CUSTOMER SUPPORT

A comprehensive range of free self-service resources and online documentation provides useful first points of contact. These include:

- Digital Assistant (AI chatbot), available 24/7 and also in French
- Registration options
- Support Knowledge Base
- Security Information
- Compliance Portal, also available in French
- Publications website, also available in French
- Lifecycle policies, also available in French
- Software downloads, also available in French

Device-specific downloads such as data sheets, installation instructions, hardware quick reference guides, and quick installation guides can be found on the corresponding product web pages.

As an end customer, you have the following two options for obtaining personalized technical support for your request:

1. **Support through an R&S®NC Community Partner:**
   R&S®NC Community Partners have extensive experience with R&S®LANCOM products and can therefore provide you with targeted, expert support. We recommend choosing a partner who can support both you and your IT infrastructure over the long term. You can find suitable partners near you on our website.

2. **Paid direct manufacturer support:**
   If you manage your R&S®NC infrastructure independently and are able to provide the technical information required for troubleshooting yourself, suitable support products are available to you. After purchasing and registering the appropriate R&S®NC Support Direct products (formerly LANcare Direct) for your device(s), you will receive PIN-based access to the emergency hotline as well as prioritized support with guaranteed initial response times (SLA).

If your request concerns a licensing issue (e.g., registration of a support product), you can contact the Service Hotline at +49 (0) 2405 / 49 93 6-210 from Monday to Friday from 9 a.m. to 5 p.m. (except for regional holidays in Wuerselen, Germany, CET).

Coverage for individual devices: R&S®NC Support Direct

Once you register an R&S®NC Support Direct product for your device, depending on the selected option, the device is covered by direct manufacturer support, guaranteed initial response times, and, if required, Next Business Day (NBD) advance replacement in the event of a defect. Terms of 1, 3, or 5 years are available. The following four options are available through your R&S®NC Community Partner:

- R&S®NC Support Direct 10/5
  Direct, prioritized 10/5 manufacturer support and security updates for devices, with guaranteed initial response times of 2 hours for priority 1 incidents (reporting by phone required) and 4 hours for priority 2 incidents.

- R&S®NC Support Direct Advanced 10/5
  Same as R&S®NC Support Direct 10/5, including NBD advance replacement (10/5/NBD).
- R&S®NC Support Direct 24/7
  Direct, prioritized 10/5 manufacturer support including a 24/7 emergency hotline and security updates for devices, with guaranteed initial response times of 30 minutes for priority 1 incidents (reporting by phone required) and 4 hours for priority 2 incidents.
- R&S®NC Support Direct Advanced 24/7
  Same as R&S®NC Support Direct 24/7, including NBD advance replacement (24/7/NBD).

Your partner can use the R&S®NC Support Direct product on your behalf as a Managed Service Provider. For further information about the scope of coverage and registration process, as well as the terms and renewals of all options, please refer to the R&S®NC Support / Replacement manual.

Coverage for a project: R&S®NC Support Premium

Would you like to cover multiple devices (500 or more) within your infrastructure or a project with direct support from the R&S Networks and Cybersecurity team? Secure access to our technical manufacturer support with defined initial response times. We will be happy to offer you one of our customized support contracts. Contact your partner or contact us directly for a quote.

- R&S®NC Support Premium 10/5
  Prioritized 10/5 manufacturer support and security updates for projects, with guaranteed initial response times of 2 hours for priority 1 incidents (reporting by phone required) and 4 hours for priority 2 incidents.
- R&S®NC Support Premium 24/7
  Prioritized 10/5 manufacturer support including a 24/7 emergency hotline and security updates for projects, with guaranteed initial response times of 30 minutes for priority 1 incidents (reporting by phone required) and 4 hours for priority 2 incidents.

For questions or customized quotes, please contact us by phone at +49 (0) 2405 / 49 93 6-210 or by e-mail at services.rs-nc@rohde-schwarz.com.

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